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CC Docket No. 98-67

**ANNUAL LOG SUMMARY OF  
CONSUMER COMPLAINTS  
CONCERNING TRS**

**June 1, 2003 – May 31, 2004**

No. of Complaints Filed  
List Attached

CH 4





# COMMONWEALTH of VIRGINIA

Ronald L. Lanier  
Director

## Department for the Deaf and Hard of Hearing

(804) 662-9502 V/TTY  
1-800-552-7917

Ratcliffe Building Suite 203  
1602 Rolling Hills Drive  
Richmond, Virginia 23229-5012

June 28, 2004

Section 56-484.7 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission, VA Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2003 through May 31, 2004. We are pleased to report the total number of consumer complaints received by Virginia Relay decreased by an impressive 75% from our previous reporting period. Of the 13 complaints received, only 3 were related to FCC minimum standards. In addition, 139 service commendations were received from consumers, an increase of 8% over the previous 12 month period.

We contribute much of our improvement to a new Customer Care Desk that has been established at the Virginia Relay center in Norton. The Customer Care Desk is available 24 hours a day 7 days a week for receipt of customer feedback. The Center also responds to inquiries from the general public on how to use the service. The Customer Care Desk toll-free numbers are printed on all relay educational materials provided by VDDHH.

Following a very successful trial of Enhanced VCO relay services, VDDHH made CapTel™ an on-going part of VA Relay on April 1, 2004. No complaints were received from CapTel users during the reporting period.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, [bowence@ddhh.state.va.us](mailto:bowence@ddhh.state.va.us). You may also reach him at 1-800-552-9717, voice/TTY.

Sincerely,

Ronald L. Lanier



**CC Docket No. 98-67**

**ANNUAL LOG SUMMARY OF CONSUMER  
COMPLAINTS CONCERNING TRS**

**June 1, 2003 – May 31, 2004**

**Table of Contents**

<b>Consumer Comments and Methodology</b>	<b>4</b>
<b>Discussion of Consumer Complaints</b>	<b>5</b>
<b>Reporting Tables:</b>	
<b><i>Alleged Violations of the Federal Minimum Standards</i></b>	<b>5</b>
<b><i>Days for Resolution of Federal Minimum Standards Complaints</i></b>	<b>6</b>
<b>CapTel Relay Services</b>	<b>6</b>
<b>Annual Consumer Complaint Summary</b>	<b>8</b>
<b>Summary of All TRS User Feedback</b>	<b>12</b>
<b>Monthly Logs, June 2002 – May 2003</b>	<b>13</b>



## **Receipt of Consumer Comments and Methodology**

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-844-4116 (Voice)
- The In-House VA Relay Account Manager [myrickmj@ddhh.state.va.us](mailto:myrickmj@ddhh.state.va.us)
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website [www.att.com/relay](http://www.att.com/relay)
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form [www.vddhh.org](http://www.vddhh.org)
- VA Relay Website, [www.varelay.org](http://www.varelay.org)
- VDDHH Customer Service E-mail Address [ddhhinfo@ddhh.state.va.us](mailto:ddhhinfo@ddhh.state.va.us)
- VDDHH Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is



electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to the relay center manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

An annual summary sheet of all customer feedback logged for the reporting period appears as page 11 of this document. Individual entries are listed in a final section by month and feedback type. These entries also indicate a resolution date where appropriate.

### **Discussion of Consumer Complaints**

For the current FCC reporting period, 359 customer contacts were received and reported through CICS. Of this number, only 13, or approximately 4% of total contacts were identified as complaints. Of these 13 complaints, only 3 were identified as alleged violations of the federal minimum standards. These figures represent significant improvements from previous reporting periods. A breakdown of the FCC reportable complaints appears below.

#### **Alleged Violations of the Federal Minimum Standards**

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	2
In Call Replacement	0
Answer Speed (Waiting Time)	0
CA Typing Skills	1



### Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim	1		1				
In Call Replace							
Answer Speed							
CA Skills			1				

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 7 of this document.

The remaining 10 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH. In addition, the establishment of a Relay Choice Profile for 4 of these consumers addressed many of the non-FCC reportable complaints.

### CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, VA Relay began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services and equipment with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email [service@ultratec.com](mailto:service@ultratec.com)
- CapTel National Website [www.captionedtelephone.com](http://www.captionedtelephone.com)
- Virginia CapTel Account Manager [RANDY.G.MURBACH@mail.sprint.com](mailto:RANDY.G.MURBACH@mail.sprint.com)
- Consumer Correspondence



VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form [www.vddhh.org](http://www.vddhh.org)
- VA Relay Website, [www.varelay.org](http://www.varelay.org)
- VDDHH Customer Service E-mail Address [ddhhinfo@ddhh.state.va.us](mailto:ddhhinfo@ddhh.state.va.us)
- VDDHH Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for processing.

Any complaints received from CapTel consumers are electronically reported to VDDHH by Ultratec on a 24-hour basis. All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Two months of our new CapTel contract, April and May of 2004, fall within the current reporting period for our Annual Log Summary of Consumer Complaints. During these months, no complaints were received from CapTel users by VDDHH, Sprint/ Ultratec or the VA Relay Customer Care Desk; therefore, no CapTel user complaints appear in our submission.



## **Annual Consumer Complaints Summary for Virginia Relay**

### **Voice June 3, 2003**

The caller complained that for the last few months CA's have not been giving their ID number.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** June 3, 2003

**FCC:** N/A

### **Voice June 6, 2003**

The customer complained that the CA typed too slow and had difficulty relaying the conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** After further investigation, it was determined that the call was not handled by AT&T Relay Services.

**Contact Closed:** June 9, 2003

**FCC:** Typing Issue.

### **Voice June 13, 2003**

The customer complained that she could not understand the message that the CA left on her voicemail.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 18, 2004

**FCC:** N/A

### **TTY June 14, 2003**

The customer complained that he/she was receiving garbled words.

**Category:** Garbled Words.

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** June 14, 2004

**FCC:** N/A



## **July 2003**

### **TTY July 24, 2003**

The customer complained the CA did not follow instructions, and hung up on him/her.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and explained that there may have been equipment problems during the call.

**Contact Closed:** July 24, 2003

**FCC:** N/A

## **August 2003**

### **TTY August 12, 2003**

The customer complained that the CA did not follow the instructions included in his profile.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** August 13, 2003

**FCC:** N/A

## **September 2003**

### **Voice September 8, 2003**

The customer complained about the service he received from AT&T Wireless.

**Category:** Other (Misc)

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized, and explained that his comments had been forwarded to AT&T Wireless.

**Contact Closed:** September 9, 2003

**FCC:** N/A

## **October 2003**

### **Voice October 24, 2003**

The caller complained that he was billed for his local toll calls through the relay service. He thought relay calls were free.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that there is no charge to use the relay service, but that local toll and long distance charges do apply.



**Contact Closed:** October 24, 2003  
**FCC:** N/A

#### **November 2003**

**TTY November 6, 2003**

The customer complained the CA was rude.

**Category:** Attitude and Manner

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 13, 2003

**FCC:** N/A

**December 2003** – Nothing to report.

#### **January 2004**

**TTY January 12, 2004**

The customer asked the CA to redial to a busy line, but the CA hung up on her.

**Category:** CA Hung up on me.

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** January 12, 2004

**FCC:** N/A

#### **February 2004**

**Voice February 8, 2004**

The customer complained that the CAs will not place her call using Verizon as her Carrier of Choice.

**Category:** Other (Misc)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and set up a profile indicating Verizon as her Carrier of Choice.

**Contact Closed:** February 8, 2004

**FCC:** N/A

**March 2004** – Nothing to report.

#### **April 2004**



**TTY April 29, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Manager discussed the complaint with the CA. Apologized to the customer for the problem on his/her call.

**Contact Closed:** April 29, 2004

**FCC:** Verbatim

**May 2004**

**TTY May 6, 2004**

The customer complained the CA had not relayed the call verbatim.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 10, 2004

**FCC:** Verbatim



**Summary of All TRS User Feedback****June 1, 2003 - May 31, 2004**

<b>I. COMMENDATIONS</b>	<b>VOICE</b>	<b>TTY</b>	<b>TOTAL</b>
CA/OPR RELATED	59	78	137
RELAY/OSD RELATED	1	1	2
OTHER			
<b>TOTAL COMMENDATIONS</b>	<b>60</b>	<b>79</b>	<b>139</b>
<b>II. COMPLAINTS</b>	<b>VOICE</b>	<b>TTY</b>	<b>TOTAL</b>
CA/OPR RELATED			0
ATTITUDE AND MANNER		2	2
TYPING SKILL/SPEED			0
ENGLISH/GRAMMAR			0
CA HUNG UP ON ME		1	1
OTHER	3	3	6
EQUIPMENT			0
DISCONNECT			0
ANSWER/WAIT TIME			0
GARBLED WORDS		1	1
OTHER			0
METHODS RELATED			0
MISCELLANEOUS			0
BILLING/RATE	1		1
SCOPE OF SERVICE			0
OTHER	2		2
<b>TOTAL COMPLAINTS</b>	<b>6</b>	<b>7</b>	<b>13</b>
<b>III. INQUIRIES/COMMENTS</b>	<b>VOICE</b>	<b>TTY</b>	<b>TOTAL</b>
GENERAL INFORMATION	41	11	52
OUTREACH MARKETING	9	5	14
EXPLAIN RELAY	14		14
TTY DISTRIBUTION/PURCHASE	7	4	11
LEC SERVICE	1		1
BILING/RATE	12	11	23
COMPUTER SETTINGS	2	2	4
TECHNICAL RELATED	8	4	12
OTHER	47	29	76
<b>TOTAL INQUIRIES/COMMENTS</b>	<b>141</b>	<b>66</b>	<b>207</b>
<b>GRAND TOTAL</b>	<b>207</b>	<b>152</b>	<b>359</b>





## **Customer Contact Reports by Month**



**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(June, 2003)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	2	7	9
Relay/OSD Related	1	1	2
Other			
<b>Total Commendations</b>	<b>3</b>	<b>8</b>	<b>11</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)	3		3
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words		1	1
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>	<b>3</b>	<b>1</b>	<b>4</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	4		4
Outreach/Marketing	1	2	3
Explain Relay	2		2
TTY Distrib/Purchase	1	1	2
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related	1		1
Other	1	3	4
<b>Total Inquiries/Comments</b>	<b>10</b>	<b>7</b>	<b>17</b>
<b>Grand Total</b>	<b>16</b>	<b>16</b>	<b>32</b>



# **VIRGINIA Relay Service**

## **June, 2003**

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### **Commendations**

**TTY June 1, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY June 6, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice June 7, 2003**

The customer received a relay call for the first time. He was very impressed with the service.

**Category:** Relay/OSD Related

**TTY June 9, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY June 17, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY June 20, 2003**

The customer commended Virginia Relay for the wonderful service they provide.

**Category:** Relay/OSD Related

**TTY June 23, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY June 25, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice June 26, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY June 27, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related



**Voice June 30, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

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## Complaints

**Voice June 3, 2003**

The caller complained that for the last few months CAs have not been giving their ID number.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** June 3, 2003

**Voice June 6, 2003**

The customer complained that the CA typed too slow and had difficulty relaying the conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** After further investigation, it was determined that the call was not handled by AT&T Relay Services.

**Contact Closed:** June 9, 2003

**Voice June 13, 2003**

The customer complained that she could not understand the message that the CA left on her voicemail.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 18, 2003

**TTY June 14, 2003**

The customer complained that he/she was receiving garbled words.

**Category:** Garbled Words

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** June 14, 2003

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## Inquiries/Comments

**Voice June 2, 2003**

The caller asked where to get a flasher for her mother's phone.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 2, 2003



**TTY June 2, 2003**

The caller asked where or how to obtain TTYs for his 14-unit apartment building.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the caller to equipment manufacturers.

**Contact Closed:** June 2, 2003

**Voice June 3, 2003**

The customer wanted included in the call announcement that she was a Hearing Impaired caller.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Entered a profile for the customer so her calls would be announced accordingly.

**Contact Closed:** June 3, 2003

**TTY June 5, 2003**

The customer would like to have her number blocked from Caller ID.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Set up Relay Choice Profile blocking transmission of the customer's number to Caller ID units.

**Contact Closed:** June 7, 2003

**Voice June 5, 2003**

The caller wanted to know if government agencies were exempt from paying montly taxes on their phone bills.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and the Virginia Department of Taxation.

**Contact Closed:** June 6, 2003

**Voice June 6, 2003**

The caller wanted to know whether TTY or TDD was the most commonly used acronym.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that both are widely used.

**Contact Closed:** June 6, 2003

**TTY June 9, 2003**

The customer asked why AT&T had billed his calls, when MCI is his Carrier of Choice.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided fax number for customer to fax his bills. Contact pending.

**Contact Closed:**

**TTY June 11, 2003**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile per customer's request.



**Contact Closed:** June 12, 2003

**TTY June 11, 2003**

The customer requested relay brochures be mailed to her.

**Category:** Outreach/Marketing

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Mailed the customer the relay brochures she requested.

**Contact Closed:** June 11, 2003

**TTY June 12, 2003**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** June 16, 2003

**Voice June 23, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 23, 2003

**TTY June 24, 2003**

The customer requested updated Virginia Relay brochures and a yellow page directory for deaf telephone users.

**Category:** Outreach/Marketing

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Sent the customer the brochures via U.S. Mail and referred to TDI for TTY/TDD directory.

**Contact Closed:** June 24, 2003

**Voice June 27, 2003**

The customer requested updated information on the Virginia Relay Service.

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that the brochure she has was the most current version. Referred to the relay website for additional information.

**Contact Closed:** June 27, 2003

**Voice June 27, 2003**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 27, 2003

**Voice June 27, 2003**

The caller wanted to know why when she dialed the number for R&B Telephone, she reached the relay service.

**Category:** Technical Related



**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.  
**Resolution:** Explained that the telephone company may have the number on call forwarding.  
**Contact Closed:** June 27, 2003

**Voice June 28, 2003**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.  
**Resolution:** Explained Speech-to-Speech and VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing for additional information.  
**Contact Closed:** June 28, 2003

**Voice June 30, 2003**

The customer asked how she could better accommodate potential TTY customers.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.  
**Resolution:** Explained options available and referred to Virginia Department for the Deaf and Hard of Hearing for further assistance.  
**Contact Closed:** June 30, 2003



**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(July, 2003)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	2	2	4
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>2</b>	<b>2</b>	<b>4</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>		<b>1</b>	<b>1</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information		1	1
Outreach/Marketing		1	1
Explain Relay	2		2
TTY Distrib/Purchase	2	1	3
LEC Service			
Billing/Rate	2		2
Computer Settings		1	1
Technical Related			
Other	3	3	6
<b>Total Inquiries/Comments</b>	<b>9</b>	<b>7</b>	<b>16</b>
<b>Grand Total</b>	<b>11</b>	<b>10</b>	<b>21</b>



# **VIRGINIA Relay Service**

## **July, 2003**

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### **Commendations**

**TTY July 12, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice July 14, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice July 15, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY July 22, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

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### **Complaints**

**TTY July 24, 2003**

The customer complained the CA did not follow instructions, and hung up on him/her.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and explained that there may have been equipment problems during the call.

**Contact Closed:** July 24, 2003

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### **Inquiries/Comments**

**Voice July 14, 2003**

The customer asked how he could have his long distance calls billed to Adelphia Long Distance.

**Category:** Billing/Rate

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Explained that Adelphia did not currently offer billing through relay. Provided contact information for Adelphia to become a participant.

**Contact Closed:** July 18, 2003



**TTY July 14, 2003**

The caller requested information on the relay service to be published in a newsletter

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Described the services available through relay.

**Contact Closed:** July 17, 2003

**Voice July 15, 2003**

The caller does not want any relay calls placed to her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** July 16, 2003

**TTY July 16, 2003**

The caller asked how to use her PC to communicate with a TTY.

**Category:** Computer Settings

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Provided hyperterminal settings for placing calls.

**Contact Closed:** July 17, 2003

**TTY July 18, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** July 20, 2003

**Voice July 19, 2003**

The caller requested a toll restriction be placed on the line.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the toll restriction requested, and advised the caller it had been done.

**Contact Closed:** July 21, 2003

**Voice July 20, 2003**

The caller does not want any relay calls placed to her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** July 22, 2003

**Voice July 21, 2003**

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to The Virginia Department for the Deaf and Hard of Hearing.



**Contact Closed:** July 21, 2003

**Voice July 21, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** July 21, 2003

**TTY July 21, 2003**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile as requested.

**Contact Closed:** July 21, 2003

**TTY July 21, 2003**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the VCO profile, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing for assistance with equipment.

**Contact Closed:** July 22, 2003

**TTY July 22, 2003**

The caller asked how to update his RCP on the relay website.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Explained how to update the RCP.

**Contact Closed:** July 23, 2003

**Voice July 23, 2003**

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that local toll and long distance charges apply when using the relay service.

**Contact Closed:** July 24, 2003

**Voice July 23, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** July 23, 2003

**Voice July 25, 2003**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.



**Resolution:** Entered the profile as requested.

**Contact Closed:** July 26, 2003

**TTY July 29, 2003**

The caller wanted to update their Relay Choice Profile to reflect the correct Carrier of Choice.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Updated profile and advised caller it would be active in 24 to 48 hours.

**Contact Closed:** July 29, 2003



**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(August, 2003)**

<b>I. Commendations</b>			
	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	4	20	24
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>4</b>	<b>20</b>	<b>24</b>
<b>II. Complaints</b>			
	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>		<b>1</b>	<b>1</b>
<b>III. Inquiries/Comments</b>			
	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	4	1	5
Outreach/Marketing			
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate			
Computer Settings			
Technical Related	1		1
Other	1		1
<b>Total Inquiries/Comments</b>	<b>8</b>	<b>1</b>	<b>9</b>
<b>Grand Total</b>	<b>12</b>	<b>22</b>	<b>34</b>



# **VIRGINIA Relay Service**

## **August, 2003**

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### **Commendations**

**TTY August 3, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 5, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**TTY August 5, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY August 5, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 6, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 6, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice August 7, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 8, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 12, 2003**

The customer commended the CA for using intonation on his/her call.

**Category:** CA/OPR Related

**TTY August 14, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related



**TTY August 14, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 15, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY August 15, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**Voice August 17, 2003**

The customer commended the CA for the intonation used during the call.

**Category:** CA/OPR Related

**TTY August 18, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 19, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 20, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**TTY August 20, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 22, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 25, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY August 25, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY August 27, 2003**

The customer commended the CA for being patient and helpful

**Category:** CA/OPR Related



**Voice August 30, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice August 30, 2003**

The customer commended the CA for using great intonation during the call.

**Category:** CA/OPR Related

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## **Complaints**

**TTY August 12, 2003**

The customer complained that the CA did not follow the instructions included in his profile.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** August 13, 2003

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## **Inquiries/Comments**

**Voice August 2, 2003**

The caller asked if relay could provide her with the email address that was given during a relay conversation.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Explained that no records are kept of relay conversations.

**Contact Closed:** August 4, 2003

**Voice August 13, 2003**

The caller requested a toll restriction be placed on the line.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the toll restriction requested, and advised the caller it had been done.

**Contact Closed:** August 14, 2003

**Voice August 13, 2003**

The caller wanted to confirm her mother's profile settings.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Obtained the correct information and settings for the profile. Advised the caller we would update profile accordingly.

**Contact Closed:** August 13, 2003

**Voice August 14, 2003**

The caller's mother recently received a VCO phone, but has been unable to place relay calls. She wanted to test the phone to make sure it was working



**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Assisted the customer with testing the phone. Provided VA relay toll-free number so she could program the number into the phone.

**Contact Closed:** August 14, 2003

**Voice August 14, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** August 18, 2003

**Voice August 19, 2003**

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** August 19, 2003

**Voice August 22, 2003**

The caller asked how to program 711 into her campus phone system.

**Category:** Technical Related

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to our technical department for further assistance.

**Contact Closed:** September 2, 2003

**Voice August 26, 2003**

The caller needed to conference a deputy and 2 TTY users on the same call, she asked how to accomplish this.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained how to set up and place the call using a conference line.

**Contact Closed:** August 28, 2003

**TTY August 31, 2003**

The caller asked how to reach the doctor's office when they have privacy manager on the phone line.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that she could set up a profile to reflect the relay number when placing the calls.

**Contact Closed:** August 31, 2003



**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(September, 2003)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	8	5	13
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>8</b>	<b>5</b>	<b>13</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)	1		1
<b>Total Complaints</b>	<b>1</b>		<b>1</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	4	1	5
Outreach/Marketing	1		1
Explain Relay	2		2
TTY Distrib/Purchase			
LEC Service			
Billing/Rate		1	1
Computer Settings		1	1
Technical Related	2		2
Other	7	4	11
<b>Total Inquiries/Comments</b>	<b>16</b>	<b>7</b>	<b>23</b>
<b>Grand Total</b>	<b>25</b>	<b>12</b>	<b>37</b>